Temporary Claims Portal

Step 1: Create your Account

You will need a password in order to use the Temporary Claims Portal. The password along with your MaineCare Provider ID# is your key to open the portal. Your MaineCare ID# has 9 digits. (Note: the provider ID# for this site will *not* end in "99.") To get your password, have your MaineCare ID# handy and contact 1-800-321-5557, option 9.

Step 2: Install File Transfer Protocol (FTP) Software

Before you put any software onto your computer, talk with your system administrator and/or your FTP client software company.
The Office of MaineCare Services does not endorse, recommend, or support any FTP software programs, and is not responsible for any consequences of downloading any software onto your computer.

There are many software programs available for transferring files. Comparisons and user ratings of various programs are available at http://cws.internet.com/file/11603.htm. Costs range from $25 to $60.

Several programs are available for free. You can get a list of these at: http://www.fdepot.com/freeftp.asp.

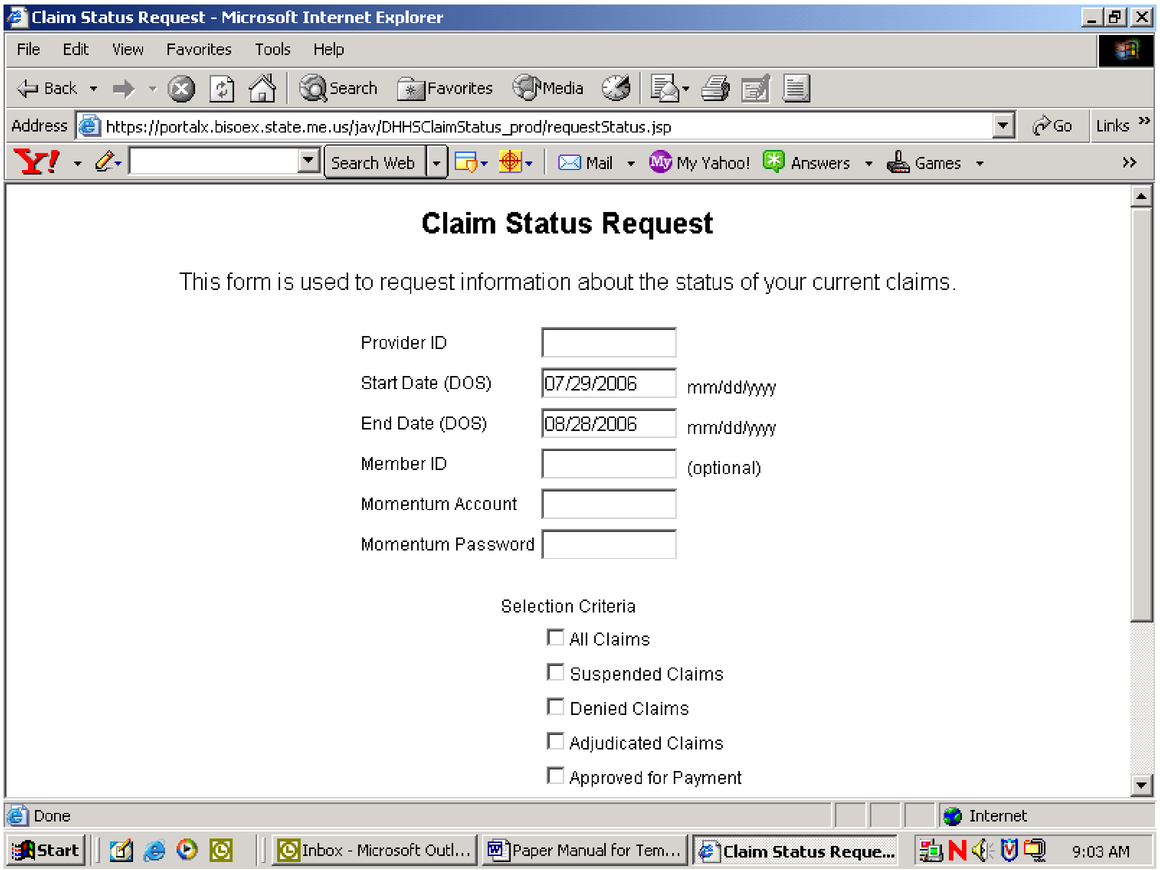
You may download an FTP onto your computer for free at: www.coreftp.com The following instructions are for the free download at coreftp.com.

Instructions for Downloading Core FTP Software

1) Go to www.coreftp.com
2) On the opening page, you will see "Free FTP Client Software for Windows."
3) Below, you will see "Download" for Version 1.3.
4) Click "Download." Under "Core FTP LE 1.3c : free version," click "download.com."
5) Next, Click "Download Now."
6) If you get a "File Download – Security Warning" box, click "Run."
   ** To view reports in Excel, reply "No" if the installation program offers "WordPad" or "Notepad." **
7) Once the download is complete, you should see a "Welcome" box.
8) Click, "Next" 6 times to install the program.
9) Once the install is complete, click "Finish." You should now have an Icon on your desktop "Core FTP Lite..."

Step 3: Request a Claim Status Report

1) Go to the Office of MaineCare Services website: http://www.maine.gov/dhhs/bms/
2) Click on MeCMS (left hand column) and then click Temporary Claims Portal
3) You will now be at the screen:



Explanation of Fields for Claims Status Request

Provider ID

Your MaineCare Provider ID# has 9 digits. ID#s that end in “99” cannot be used. <u>The report you receive will include claims only for the provider ID# that appears in this box.</u> If you have more than one provider ID#, you will need to request more than one report. The ID# in this field must have the same first 6 digits as the Momentum Account ID#. If these two have different first 6 digits, then you will receive a message stating that the user ID and password is invalid. Contact 1-800-321-5557, option 9 for help.

Start Date (DOS) mm/dd/yyyy
The Start Date is the beginning of the time period that you want claims information for.

End Date (DOS) mm/dd/yyyy
The End Date is the end of the time period that you want claims information for. If the Start Date and End Date are too close together, you may get a report that shows no results.

Member ID (optional)
Use the Member ID field when you want claims data on *only one MaineCare member*. Leave it blank if you want claims data on all the MaineCare members you serve.

Momentum Account
This is the User ID of the Momentum account. Note: the Momentum Account ID and the Momentum Password go together. If you have more than one account, you cannot mix and match the ID numbers and passwords.

Momentum Password
This password was given to you when you requested your Account.

Selection Criteria

All Claims: The report will include all claims that have been

- paid already
- approved to be paid but not yet paid,
- denied
- suspended for manual review
- loaded into the claims system but not yet processed.

Suspended Claims: Suspended claims have been flagged for a claims evaluator to review. These claims have errors but have not yet been denied.

Denied Claims: These claims or lines from claims have been refused for payment.

Adjudicated Claims: All lines of these claims have been paid or denied.

Approved for Payment: On these claims, at least one line was approved and payment is underway but not yet completed.

In Process Claims: These claims have arrived in the computer system, but have not yet been approved, denied, or suspended.

When you have filled out the fields, click "Submit Request." If one of the fields has been incorrectly completed, you will get an error message. After you have corrected the error, click "Submit Request" again. If your request still does not go through or you don't understand the error message, contact Provider Relations at 1-800-321-5557 and choose option 9.

Step 4: Retrieve Your Report

At this point, you can retrieve your Claims Status Report or an 835 Remittance Advice. If you are retrieving an 835 Remittance Advice for the first time, see page 5 for additional instructions. Once you have completed the preparation for an 835 remittance, then follow the steps below. To retrieve a claims status report, simply follow the steps below.

These instructions are specific to the Core FTP Lite software. For other FTP software packages, please refer to your FTP instructions as needed.

To retrieve your report:

1) Double Click on the "Core FTP Lite..." Icon on the desktop.
2) On the "Site Manager" screen, go to: Host/IP/URL and type in the following: ftp://momentum2.bis.state.me.us
3) Choose "Connect" at the bottom of the screen.
4) Type in your username (MaineCare Provider ID#) and password (given to you when you requested an account), then choose "OK." This must be the same ID# as you used at the portal to request the report.
5) On the right side of the "Core FTP LE..." screen, you will see the directory "/users/User ID#/."
    a. Replace this directory information with the following: /out/User ID#O. (Your MaineCare provider number followed by the letter "O").
    b. You can set this as the initial remote directory if you use a GUI ftp client.
6) Once you have replaced the directory information as instructed above, choose "Enter."
7) Under "FileName" (on right side of screen), scroll down to select the file that you wish to view.
    a. For a Claims Status Report, look for "Query Results" adjacent to the date on which you requested the claims portal information.
    b. For 835 reports, the file name begins with letters "E" or "S."
8) After you double click the filename, a "Select" screen will appear. Click "View," and then click "OK."

Your report should now appear in an Excel format or something similar as explained below.

<u>Note:</u> This file does not require a special application to open and use it, however database and spreadsheet applications, such as Excel, do allow for easier access and more robust features when using the data from the file. To use the csv file in this way, the file will can be opened in Excel or imported into another program in Microsoft Office for Windows and certain Apple based computer systems. In most of the applications, importing the file will require no more than opening the file with that application.

835 Remittance Advice Instructions for First Time Users

Before you can get your first 835 remittance advice, you need additional software available from the Centers for Medicare and Medicaid Services website. To download this software, please follow the steps below.

1) Go to: www.cms.hhs.gov/AccessToDataApplication/02_medicareremiteasyprint.asp
2) Scroll down the page to the "Downloads" section. Download and PRINT the following: Medicare Remit Easy Print User Guide. This document is 104 pages; you will need it for future reference.
3) From the "Downloads" list, click on: <u>Medicare Remit Easy Print – Version 1.8</u>
4) On the "File Downloads" dialogue box, click "Open."
    a. **Note: If at any time, a "Caution" dialogue box appears, click "Yes."
5) A "Winzip" dialogue box should appear. Double click on "Medicare Remit..."
6) You should now see a "Setup Wizard." Click "Next" 3 times.
7) When you receive a message that "Installation is complete", you may click "Close."
8) Close all programs and return to your main screen. You should now have an icon on your screen entitled "Easy Print." The Medicare Easy Print User Guide will show you how to import your HIPAA 835 files.